



Verizon Broadcast Media Team

56th Presidential Inauguration



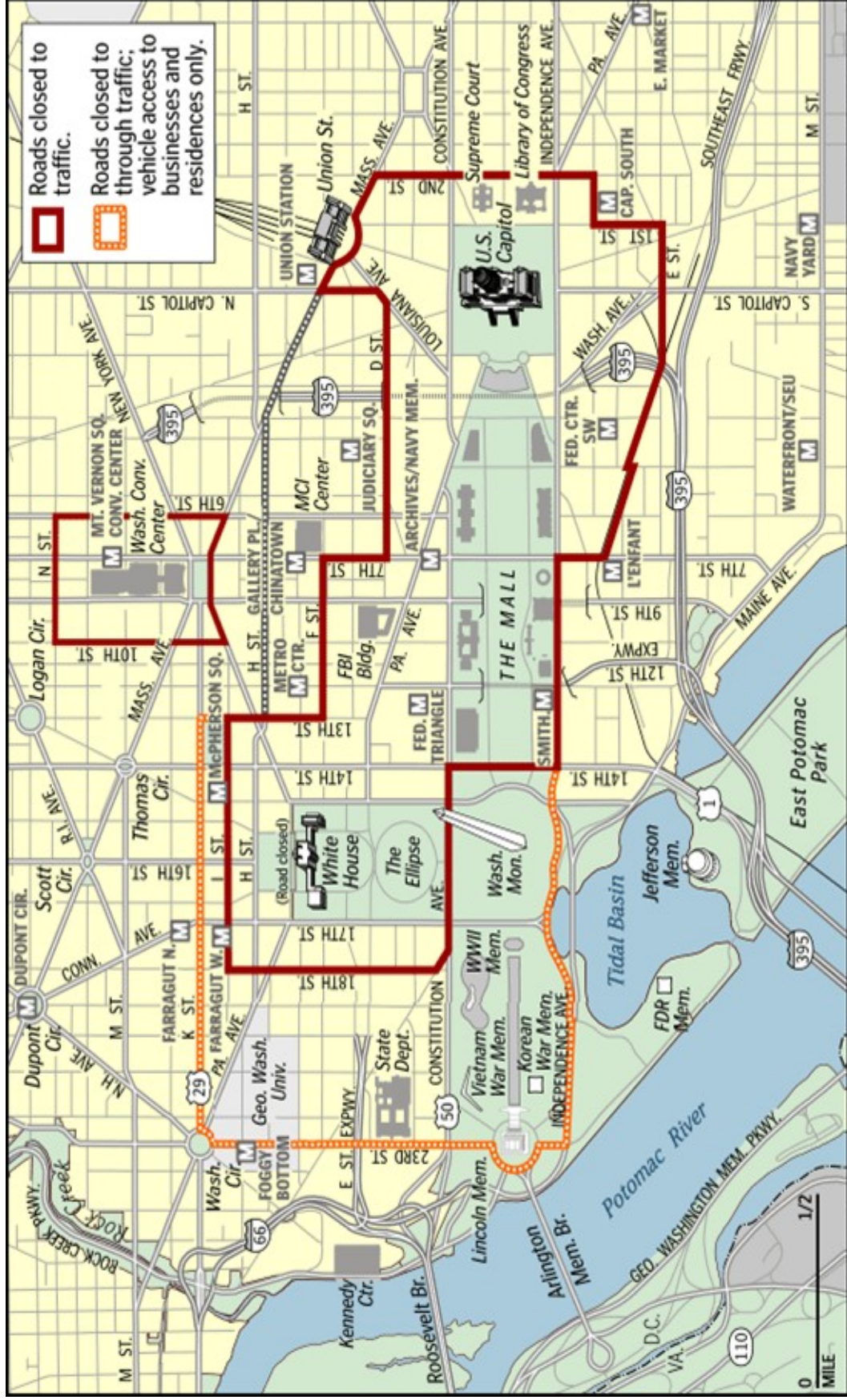
January 20th, 2009



Dear 2009 Presidential Inauguration Participant:

The Verizon Broadcast Media Team looks forward to meeting your communication needs and establishing a very productive, high quality working relationship during the preparation of the 2009 Presidential Inauguration. We are committed to providing you with the best customer experience, which will ensure that your needs are met, and your expectations are surpassed. This handbook serves as the first step to inform you of our various products and services. It also serves as an opportunity to introduce you to your Verizon Broadcast Media Team. We look forward with great anticipation in serving your needs and are confident we will earn the honor of becoming your future telecommunications provider.

VERIZON.....SMARTER, BOLDER, FASTER!



SOURCES: U.S. Secret Service and D.C. police department

BY LARIS KARKLIS—THE WASHINGTON POST

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Broadcast Services Contact Numbers

► Audio, Video & Associated Services (Existing Verizon Media Customers)

Voice.....(866) 303-2202 (Mon-Fri 8am-5pm)

Fax301 989-4581

Email Potomac.Media@verizon.com

► Dial Tone service for Political Affiliates & New Verizon Customers

Voice..... 888 853-4600 (Mon-Fri 8:30am-5pm)

Fax804 672-0839

► Wireless Service – Verizon Wireless

Digital/Cellular Service is available through Verizon Wireless.

Verizon Wireless can be reached at 800 256-4646.

► Long Distance Service (Voice Services)

A carrier of your choice must be selected to handle all calls outside the Washington D.C. Metropolitan Area. At the time of your request, we will need to know your choice of inter-LATA and intra-LATA carriers. If you choose Verizon as your carrier, you can find more information on the internet at www.verizon.com.

► Equipment

Please contact VSSI for telecommunications equipment. VSSI can be reached at 800 741-4016.

► Verizon Online DSL

Verizon offers a variety of DSL options to suit your Internet needs. You can find more information at www.verizon.com. Please note that your lines must be installed and active for at least 5-10 business days before Verizon can qualify your line for DSL. Please contact the Broadcast Media Group @ 800 303-2202 or Potomac.Media@verizon.com.

► Repair Services

- Audio/Video Operations Center (AVOC)
 - Video 202 508-7530 (24 hours)
 - Audio 202 508-2090
- Voice Services800 297-2355 (24 hours)

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Broadcast Media Team Contact List

Communication Rep
Marisa Stevens-Lancaster
Office: 301 989-4703
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Marisa.Stevens@verizon.com

Communication Rep
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1st Level Escalation

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Rachelle Butler
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Rachelle.D.Butler@verizon.com

2nd Level Escalation

Manager
Stacey Thomas
Office: 301 236-1075
Cell: 301 518-9752
Stacey.D.Thomas@verizon.com

3rd Level Escalation

Director
Kim Hylton
Office: 301 236-1219
Kim.T.Hylton@verizon.com



January 20th, 2009



2009 Presidential Inauguration DSL Order Form

Customer Name _____

Service Address _____

Bill Address _____

Do you have existing service with Verizon? Y or N

If Yes, please provide the account number _____

List Number for DSL _____

On Site Contact Name and Number _____

Email Address for confirmation of order _____

Site Contact Name and Number _____

Product Speed (always up to)	Basic Up to 768K/128K	Basic Up to 3.0M/768K	Premium Up to 3.0M/768K	Premium Up to 7.1M/768K
Dynamic (MRC) Dry Loop	\$29.99 \$39.99	\$42.99 \$52.99	\$59.99 \$69.99	\$79.99 \$89.99
Static (MRC) Dry Loop			\$79.99 \$89.99	\$149.99 \$159.99
Web space	N/A		20 Megabytes	
Email	4 verizon.net Mailboxes	10 verizon.net Mailboxes	1 Domain Name w/ 3 Email boxes or 10 VZ.net Email boxes (Domain Name Registration -1 yr FREE)	
Mobility	✓ \$9.99 for 50 hrs ✓ \$1.95/ additional hours)		Unlimited	
Verizon Internet Security Suite	✓ \$4.99/month/every 3 PCs		✓ Included (1 st PC only) ✓ \$4.99/month/every 3 PCs after 1 st PC	
Online Backup & Sharing	✓ \$1.99= 1 GB ✓ \$4.99= 5 GB ✓ \$6.99=10 GB		✓ \$1.99= 1 GB ✓ \$4.99= 5 GB ✓ \$6.99=10 GB	

Please list Product Package as well as speed

Ex: Dynamic or Static 3M or 7M, Premium or Basic

Please list number of IP's needed for Static Product, ex: 1, 5, 13 or 29

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**2009 Presidential Inauguration
DIAL TONE Order Form**

Customer Name: _____ **PON** _____

Billing Name & Address: _____

Order Placed By - Name and Number: _____

Date Service Requested: _____ **Date Disconnect Requested:** _____

Service Location:

Street Address: _____

Floor/Room: _____

City: _____ State: _____ Zip Code: _____

Number of Lines: _____ **Long Distance Carrier:** _____

On-Site Contact Name and Number : _____

Terminate at demarc or extend beyond: _____ **Number of jacks** _____
(Extend beyond demarc T&M (Time and Materials) applies)

To Be Completed By Verizon Only:

ORDER INFORMATION:

Installation Order Number:	Installation Date:
Disconnection Order Number:	Disconnect Date:

Local Service Charges: _____ * Installation Charges: _____

ASSIGNED TELEPHONE NUMBERS

1.	4.	7.	10.
2.	5.	8.	11.
3.	6.	9.	12.

* Installation Charges **DO NOT** include time and material charges

**EMAIL YOUR REQUEST TO POTOMAC.MEDIA@VERIZON.COM OR
FAX YOUR REQUEST TO 301 989-4581 FOR PROCESSING**

Thank you for choosing Verizon !

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**2009 Presidential Inauguration
ISDN BRI ORDER FORM**

Customer Name: _____ **PON** _____

Billing Name & Address: _____

Order Placed By - Name and Number: _____

Date Service Requested: _____ **Date Disconnect Requested:** _____

Service Location: Street Address: _____
Floor/Room: _____ City: _____
State: _____ Zip Code: _____

Type of BRI Arrangement: 1B+D _____ or 2B+D _____ **Quantity of Circuits:** _____

Number of SPIDS _____ **Capability Package:** _____

Line Configuration: Voice Only _____ Data Only _____ Voice & Data _____

BRI Standard: National _____ Custom _____ **Long Distance Carrier:** _____

On-Site Contact Name and Number: _____

Terminate at demarc or extend beyond?: _____

(Extend beyond demarc, Time and Materials charges apply) **Number of Jacks:** _____

To Be Completed By Verizon Only:

ORDER INFORMATION:

Installation Order Number:	Installation Date:
Disconnection Order Number:	Disconnect Date:

Local Service Charges: _____ * Installation Charges: _____

CKT ID:	SPID:	SPID:
CKT ID:	SPID:	SPID:

* Installation Charges **DO NOT** include time and material charges

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**2009 Presidential Inauguration
BROADCAST AUDIO CIRCUIT ORDER FORM**

Date & Time Confirmed _____

Customer Name _____ PON # _____

Order Placed By – Name & Number _____

Voice _____ Fax # _____ EMAIL: _____

Billing Name: _____

Billing Address: _____

Date Service Requested: _____ Date service to be disconnected: _____

CKT Type:	3.5K	5K	8K	15K
Bill to Existing Account (if applicable): () _____ - _____				

(Originating)	(Terminating)
End User Company Name	End User Company Name
CKT ID:	
Location:	Location:
Address (including city and state):	Address (including city and state):
Floor/Room:	Floor/Room:
Contact Name & Number at Location:	Contact Name & Number at Location:
Additional Information:	

Installation Order Number _____ Installation Date Due _____

Installation Charges _____ Daily Charges _____

Disconnect Order Number _____ Disconnect Date Due _____

Verizon Representative Name & Number: _____

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**2009 Presidential Inauguration
BROADCAST VIDEO CIRCUIT REQUEST ORDER FORM**

Date & Time Confirmed _____

Customer Name _____ PON # _____

Order Placed By – Name _____

Voice: _____ Fax # _____ EMAIL: _____

Billing Name: _____

Billing Address: _____

Event Date and Start Time (IF APPLICABLE) _____

Date Service Requested: _____ Date service to be disconnected: _____

Disconnect Order Number _____

CKT Type:	TV1 # of channels of audio _____	270MB/SDI	45MB	19.39MB	HD
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(Originating)	(Terminating)
End User Company Name	End User Company Name
CKT ID:	
Location:	Location:
Address (including city and state):	Address (including city and state):
Floor/Room:	Floor/Room:
Contact Name & Number at Location:	Contact Name & Number at Location:
Additional Information:	

Order Number _____ Date Due _____

Installation Charges _____ Daily Charges _____

Verizon Representative Name & Number: _____

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FAX YOUR REQUEST TO 301 989-4581 FOR PROCESSING

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